

E-Government Quarterly Report
Fourth Quarter FY04
Gerry Wethington, CIO

E-Government Portal Update

Robust search capabilities are a must for the state's portal. This need is being identified as a priority in an FY06 e-government appropriation request currently being prepared. Search engine companies such as Google are being contacted to review their product offerings.

Work continues in the State Data Center with staff training and testing of the IBM WebSphere portal environment. Implementation of this e-government solution will provide the state with greater online capabilities and an opportunity to run applications that cross multiple agencies. Existing e-government applications are being applied in the test environment and research is underway concerning the impact to the current computing environment and network capacity. Plans are being formulated to move existing e-government applications to the IBM WebSphere environment during FY05.

Rating E-Government

The development of a Missouri e-government scorecard, under the direction of Hannah Mao, is currently in the review and testing phase. Developed with guidance from Brown and Harvard Universities, this methodology will assist Missouri State Government as a tool in assessing the state's portal and agency websites looking for best practices and areas in need of improvement. The methodology will also be used to do periodic reviews of other state portals to determine the positive aspects which can be adopted by Missouri. Once the scorecard is finalized, it will be demonstrated and reviewed by the E-Government Business Oversight Committee and the Information Technology Advisory Board (ITAB).

County and City Online Services

The Office of Information Technology continues to work with the Missouri Commission on Intergovernmental Cooperation to improve the availability of online services for the state's counties and cities. In Missouri approximately 25% of the counties and 19% of the cities have websites. Without a website presence, local government is hampered in any attempt to deliver e-services that require the coordination of information, such as real estate and personal property taxes, from counties and cities. Currently a request for proposal (RFP) is being considered for future development by the Commission in coordination with OIT. This proposal would provide for a vendor solution to online services common to many governmental entities and in demand by Missouri's citizens.

.GOV Initiatives

June 30, 2004 served as the deadline for agencies to migrate to the mo.gov e-mail naming standard. All state employees will now have e-mail addresses with a common standard that is more intuitive to the user. Each agency identified to OIT their choice of abbreviation or name to be used as an identifier and users are identified by first name and last name separated by a dot. An example of this standard is firstname.lastname@agency.mo.gov.

The standardization of agency websites to mo.gov is now complete. The migration to mo.gov was necessary due to the public offering of the .us domain. The .gov domain will remain for the use of government entities only, thus providing the public with the knowledge they are dealing with an official state agency. Similar to the e-mail standard, agencies were asked to identify a

name or abbreviation. An example of this standard is www.agency.mo.gov. An audit of this project is being conducted to verify all agency websites are consistent with the new standard.

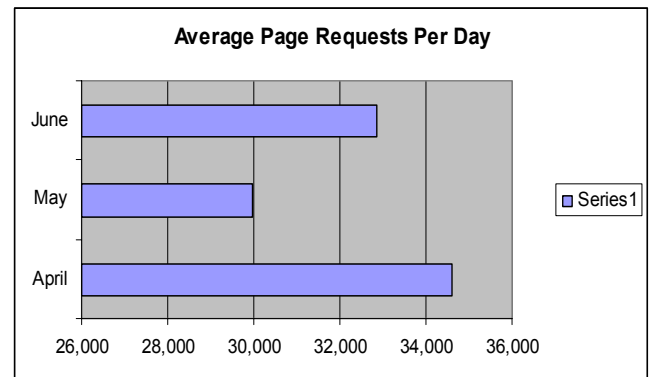
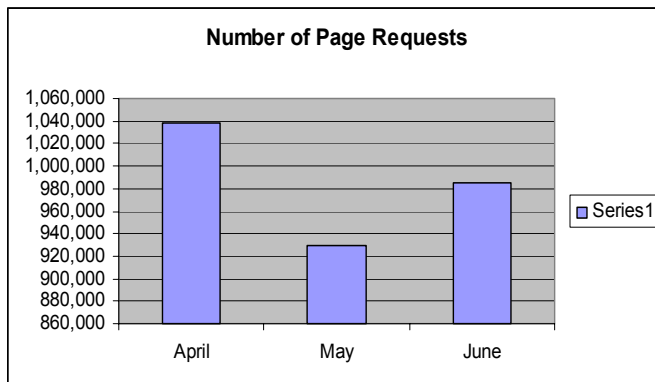
Multi-Agency Data Dictionary Initiative

In the final stages of completion is the multi-agency data dictionary project. As a collaborative effort of the state's public benefit pillar, the departments of Social Services, Elementary and Secondary Education's Voc-Rehab, Health, Mental Health, Economic Development and Labor have worked together to identify and agree on data attributes common to client intake information. From these common attributes, data standards have been identified and reconciled against national data standards appropriate to the public benefit pillar agencies.

The resulting data dictionary will provide a foundation for future development of applications which can be electronically shared across these multiple agencies. Appropriate infrastructure, including common data dictionary standards, is critical if information is to be shared with disparate systems. With a common initial intake application the citizen will be able to request services from a public benefit agency and provide the common demographic information once rather than repeatedly filling out similar forms. A future vision will be to determine eligibility and share client assessments across multiple agencies. The next step will be the analysis and development of a secure, online intake application.

E-Government Website Statistics

The statistics below reflect the number of pages visited on the state's e-government portal, missouri.gov, during the fourth quarter of FY04.



E-Government FY04 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,901,307	\$142,308

A total of \$304,065 was withheld from the e-government funds during 1st quarter FY04.

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.